



Procedure for Hiring Managers – DTI IT Onboarding/Order Guides

Once you have received your email from the ServiceNow application that a new user has been registered, it is now time for you to Onboard your employee for IT products and services.

1) Log into ServiceNow

Type this URL: <https://delaware.service-now.com> into your CHROME or EDGE browser.

Once completed, you will see on the right-hand side of the screen where you can input your user ID and password.

State of Delaware

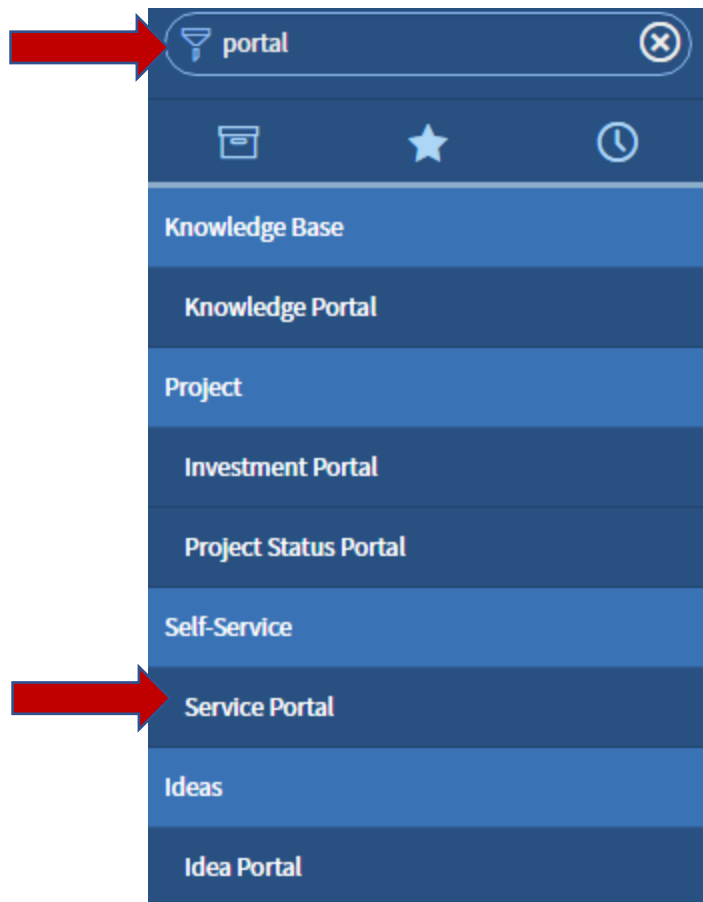
Sign in with your organizational account

<input type="text" value="someone@example.com"/>	
<input type="password" value="Password"/>	

Sign in

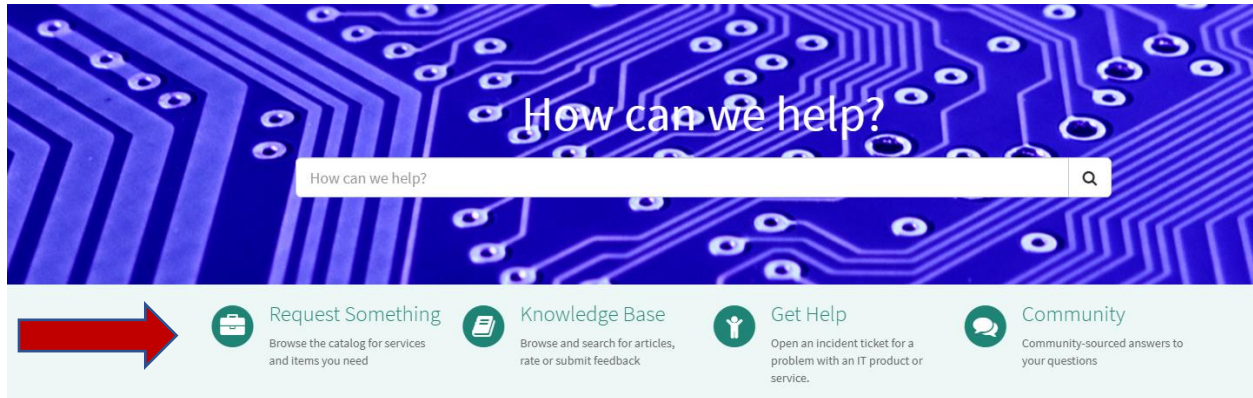
2) Go to the ServiceNow Customer Request Portal (Service Portal)

- Type into the left nav “Portal” or “Service Portal”
- Click on “Service Portal”

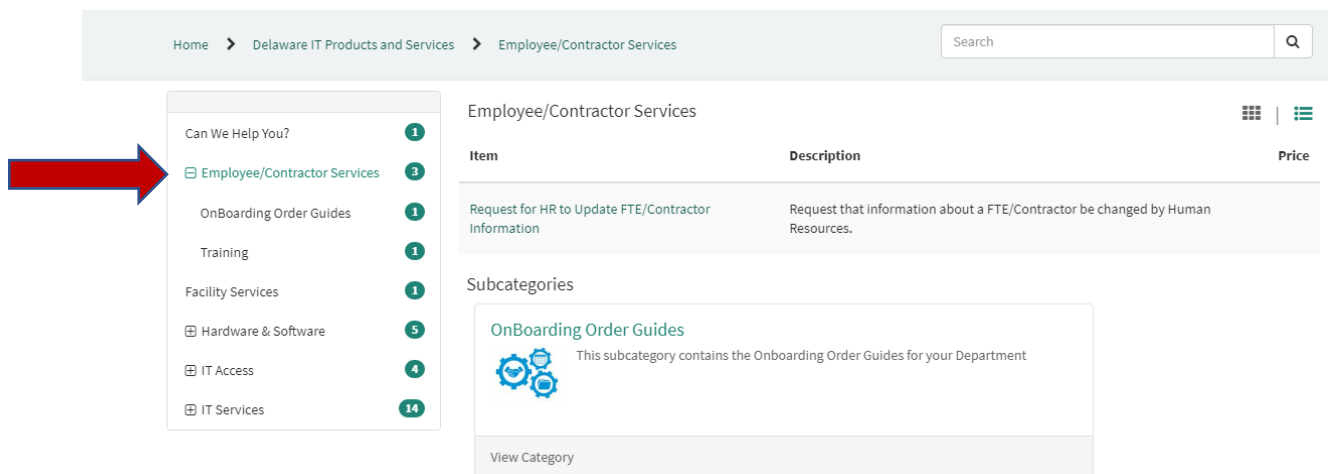




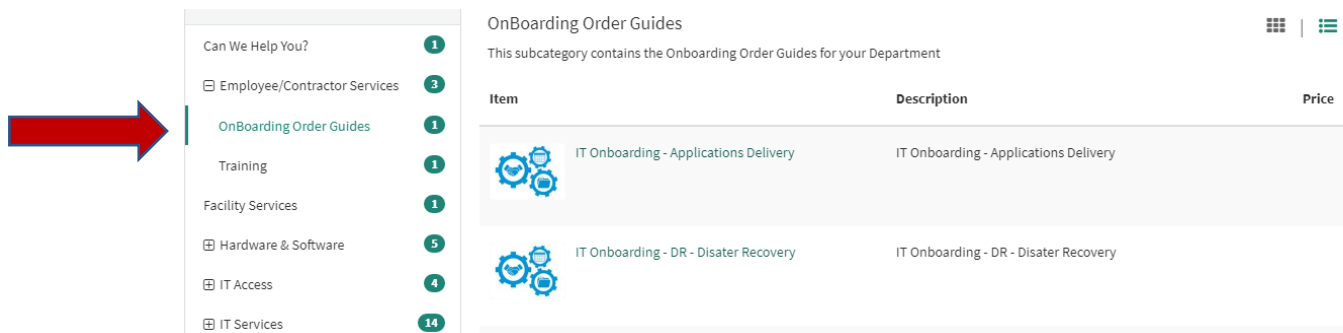
3) You should be on this screen. Please select “Request Something”.



4) Please select “Employee/Contractor Services”.

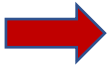


5) Choose the IT Onboarding Order Guide that applies to you:





- 6) Once you have selected your Order Guide, you can complete the input form according to the needs of the new employee.



T Onboarding - Applications Delivery

Onboarding - Applications Delivery



Describe Needs



Choose Options



This form will initiate the on-boarding process for a new/transfer employee for the Applications Delivery Team.

As the requestor, you will need to provide additional information in order to provision the access, software, or other services the new hire will require.

To ensure timely completion, please submit this form at least 7 business days prior to the expected start date of the new hire.

Facility Services

Primary Workspace

☒ Cubicle ☐ Office ☐ Telecommute Full-Time

☒ William Penn Building Access

Hardware / Software

PC for New Employee

☒ New Developer PC
☐ New Engineer PC
☐ New Standard PC
☐ PC Already at Workstation

Options

☐ Adobe Professional
☐ Microsoft Visio


- 7) Once you have completed the input form, please select “Next” on the lower-right side of the screen:



Next



- 8) When you click “Next”, the application will present a summary page for you to review your selections. You can individually change any item that needs to be modeled after a different employee for the new employee by clicking on “Options”. **Please note: there may be mandatory fields that must be completed. There will be an asterisk within the specific item needed. E.g. New PC Deployment.**



IT Onboarding - Applications Delivery
IT Onboarding - Applications Delivery

Describe Needs Choose Options Summary

Included Items

Planview Enterprise One (PPS) Access	Access to Planview (PPS)	Options	<input checked="" type="checkbox"/> Mandatory Fields
ServiceNow	Access to ServiceNow	Options	<input checked="" type="checkbox"/> Mandatory Fields

Previous Next

- 9) The application will present the current “model access after”. Click the “down-arrow” and select a new user to model after, if necessary.

Included Items

Planview Enterprise One (PPS) Access Access to Planview (PPS) Options ☒ Mandatory Fields

planview

Application Access

Access Type

☐ New User ☐ Modify Existing Access ☐ Remove Access

Describe Access Requirements

Model Access After

Kaveshia Black


- 10) Once done, click on “Next” to go to the next screen.

☒ Mandatory Fields

Previous Next



- 11) Once “Next” is selected, a final summary page is presented to ensure you have what you need. Please review the page one final time. If all is good, please click “Order Now”.

 Summary

Price (ea.)	Recurring (ea.)
---	---
---	---

Total : \$0.00


Add to Cart


Edit Options

Order Now





- 12) Once “Order Now” has been selected, a window will appear with the Order Confirmation as the label heading. Please change the “Request For” to the **new employee** and add any delivery information or special instructions that are deemed appropriate. Click “Checkout” when fully completed.

Order Confirmation 

Request for 

Teresa Crowe



Add attachments 

Cancel

Checkout





- 13) When the “Checkout” button has been selected, the application presents the following screen. This screen shows you what status all the tasks are currently in. As the tasks are processed, these will be updated.

[Home](#) > [Request](#)

Search

REQ0462347 - 2 items

Type your message here...

Send

TC

⌚ just now ● Additional comments

Request automatically approved for total price <= \$1000

TC

⌚ just now

REQ0462347 Created

Start

Requested Items

Access to Planview (PPS)

RITM0473857

▼

✔ Waiting for Approval (Approved)

➡ Create/Update User in Planview (In progress)

○ Completed (Pending - has not started)

Access to ServiceNow

RITM0473858

▼

✔ Waiting for Approval (Approved)

➡ ServiceNow Access (In progress)

○ Completed (Pending - has not started)

Estimated completion 08/20/2020

Number	Status
REQ0462347	Work in Progress
Severity	Created
4 - Low	just now
Price	Updated
\$0.00	just now

Requests are picked up within 4 hours (M-F 9-5)



14) To check the status of your new hire ticket(s).

On the left navigator filter search, please type in “Requested items submitted by me” and hit enter. You will see something similar below. The “Stage” column will give you a visual status of where your ticket is in the queue.

	Number	Active	Item	Opened	Opened by	Stage
<input type="checkbox"/>	RITM0468753	true	William Penn - General Access	09/24/2020 10:23:02 25m ago	Mark Butler	
<input type="checkbox"/>	RITM0468752	true	Planview Enterprise One (PPS) Access	09/24/2020 10:23:02 25m ago	Mark Butler	
<input type="checkbox"/>	RITM0468751	true	eStar	09/24/2020 10:23:00 25m ago	Mark Butler	
<input type="checkbox"/>	RITM0468742	true	Retire an Active Directory Account	09/21/2020 14:42:11 3d ago	Mark Butler	

15) You have now completed the Onboarding for a new employee.